

FEATURES FOR THE POST TELEPHONE SYSTEM (Fort Eustis, VA)

(TOUCH-TONE SET ONLY WITH 878-XXXX NUMBERS)

(1) **RING AGAIN/BUSY CALLED LINE - *90:**

With receiver in hand, hearing busy tone from the “878” number called, (slow beeps), press the “TAP” or “FLASH” button (hook switch) receiving another dial tone. Immediately dial star (*) 90 hearing a quick beep-beep – then hang up. When the called busy 878-XXXX number hangs up, your line (the one you originally utilized to initiate the call) will ring back to you. When you pick up the receiver the previously dialed busy number will ring. Call is complete. *Note: This is a generic feature associated with all Fort Eustis telephone numbers (878-XXXX) and is provided at no cost to users.*

(2) **CALL FORWARD – Program - *85:**

This feature is used to forward calls dialed to your number to another telephone either on or off post. To activate, pick-up hand set getting post dial tone and dial star (*) 85. You should get a “stuttered” dial tone – then dial the entire number (Area Code, if long distance, 9 for off post, etc.) If forwarding to an “878” number the called party must answer before call forwarding is connected. Tell the called party that they will be receiving your calls. From that moment on (forever and ever) all succeeding calls to your phone number will be call forwarded to designated location. When called, your phone will submit a “short ring” as a reminder that your calls are being call forwarded. You will not be able to answer any call until you cancel the call forward feature. *Note: This is a generic feature provided at no cost users.*

(3) **CALL FORWARD – Cancel - *70:**

To restore your service to normal – pick up the receiver – listen for dial tone – dial star (*) 70. Call forward feature is canceled.

(4) CALL PICK-UP - *77:

If you are in a call pick-up group you will be able to answer any telephone in your group that you hear ring by picking up the receiver and dialing star (*) 77. *Note: This is not a generic feature and if not already existing/established, has to be requested by submitting a local service request (DA Form 3938) through your designated Telephone Control Officer (TCO). There is a one-time cost per number/feature for this service.*

(5) LAST NUMBER RE-DIAL - ##:

If you dialed a number that was either busy or you want to re-dial it – utilizing the same number previously **dialed from** – pick up the receiver – press the pound sign (#) twice “##” – the previously dialed number will automatically be re-dialed. *Note: This is a generic feature provided at no cost to users.*

(6) CALL TRANSFER/3-WAY CONFERENCE:

This feature is utilized several ways and is simple to initiate. If you receive a call (from any location) and you want to transfer it (to any location) simply tell the calling party to stay on the line and that you will transfer the call. At this time you will press the “TAP” or “FLASH” button (or switch-hook) – receiving another dial-tone (calling party is now on hold) – dial the number you want to transfer the call to, dialing it just as if you were making another call. At this time you have three options: (1) After the dialed number starts to ring, hang up connecting the “calling party” to the “called party” which will take you out of the “call loop” or (2) If the party you are transferring the call to does not answer or does not wish to take the call, wait for the called party to hang up, then press the “TAP” or “FLASH” button again – this will bring you back to the original caller or (3) If the person transferring the call wishes to remain on the line – press the “TAP” or “FLASH” button again and all three parties will be able to converse (3-Way Conference). *Note: This is a generic feature provided at no cost to users.*

Additional features available are Speed Dial Group, Hunt (rotary) Group, Call Transfer After 3-Rings, Call Transfer Busy, etc. These additional features are not GENERIC and have to be requested by submitting a local service request (DA Form 3938) through your designated TCO.

Any questions regarding above features should be directed to the DOIM Trouble Desk, 878-5231 or Mr. Buddy Flattum, 878-1133.